

# Electric Complaints Received in 2005

as of 3/9/2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
ELECTRIC	BANGOR HYDRO-ELECTRIC COMPANY	20	16%	70	57%	31	25%	1	1%	122	1.1
	CENTRAL MAINE POWER COMPANY	117	22%	292	54%	129	24%	3	1%	541	0.9
	EASTERN MAINE ELECTRIC CO-OP, INC	2	67%	1	33%		0%		0%	3	0.2
	FOX ISLANDS ELECTRIC COOPERATIVE, INC	1	100%		0%		0%		0%	1	0.5
	HOULTON WATER COMPANY - ELECTRIC DEPT.		0%	5	63%	2	25%	1	13%	8	1.5
	ISLE-AU-HAUT ELECTRIC POWER COMPANY		0%		0%		0%		0%	0	0.0
	KENNEBUNK LIGHT & POWER DISTRICT		0%		0%		0%		0%	0	0.0
	MADISON DEPARTMENT OF ELECTRIC WORKS		0%	4	44%	5	56%		0%	9	3.6
	MAINE PUBLIC SERVICE COMPANY		0%	23	85%	4	15%		0%	27	0.8
	MATINICUS PLANTATION ELECTRIC COMPANY		0%		0%		0%		0%	0	0.0
	MONHEGAN PLANTATION POWER DISTRICT		0%		0%		0%		0%	0	0.0
	SWANS ISLAND ELECTRIC COOPERATIVE		0%		0%		0%		0%	0	0.0
	VAN BUREN LIGHT & POWER DISTRICT		0%		0%	1	100%		0%	1	2.2
<b>Industry Totals</b>	<b>13</b>	<b>140</b>	<b>20%</b>	<b>395</b>	<b>55%</b>	<b>172</b>	<b>24%</b>	<b>5</b>	<b>1%</b>	<b>712</b>	<b>0.9</b>